

TOWN OF

DARIEN, CONNECTICUT

EMERGENCY OPERATIONS PLAN

ANNEX "Q"

SOCIAL SERVICES

Submitted By:

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Date

Approved By:

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Date

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DARIEN SOCIAL SERVICES ANNEX

I. AUTHORITY

Authority for this Annex is contained in the Darien Emergency Operations Plan (EOP); Title 28, Chapter 517 of the General Statutes of Connecticut; local Executive Orders, Charter Provisions and Town Ordinances.

II. MISSION

- A. To maximize the survival of people, prevent and/or minimize injuries, and preserve property and resources in the town or relocation areas by making use of all available manpower, equipment, and other resources in the event of natural, human caused, or national security disasters affecting the town.
- B. A major emergency or disaster affecting the town may require response by the Director of Social Services.

III. PURPOSE

This Annex establishes the response procedures to be followed by the Director of Social Services in the event of a major emergency or disaster.

IV. SITUATION

- A. The town is vulnerable to many types of disasters including: power failure, flood/ flash flood, winter storm, coastal storm, hurricane/tropical storm, air accident, rail accident, tornado, and in transit hazardous materials incident/accident.

V. ASSUMPTIONS

- A. An emergency or disaster (natural, human caused, or national security) can affect the town at any time.
- B. The manpower, equipment, medical supplies and personnel, food, water, and other resources normally available within the town may not be sufficient and/or adequate to respond to a major emergency and/or disaster.
- C. In a major emergency or disaster the Director of Social Services may be required to perform the following tasks assigned by the town's Emergency Operations Plan:

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1. Coordination of emergency social services.
2. Emergency lodging coordination.
3. Emergency feeding coordination.
4. Emergency clothing coordination.
5. Coordination of private welfare groups.
6. Coordination of religious services.
7. Assisting Shelter Managers in any appropriate manner necessary for the operation of shelter facilities.
8. Emergency placement of children.
9. Distribution of emergency food supplies.
10. Assisting families who have suffered fatalities.
11. Coordinating the services of organized groups such as the Red Cross, Salvation Army, church and community groups, etc.
12. Assisting other departments with available special equipment and resources in emergency situations.
13. Responsibilities as assigned to all departments, agencies and offices in the Emergency Operations Plan.

VI. **THE GENERAL PLAN**

A. Organization

1. Social Services in the town are provided by a Director of Social Services, assisted by the Assistant Director, Friendly Visitor Coordinator, and a Administrative Secretary.
2. The Social Services office is located at the Town Hall, 2 Renshaw Road.

B. Concept of Operations

In the event of a major emergency or disaster, the Director of Social Services will conduct operations under the provisions of the town's Emergency Operations Plan and this Annex.

1. Mitigation

The Director of Social Services shall carry out hazard mitigation activities as appropriate to the Social Services function.

2. Increased Readiness Phase

This phase is that period of time from receipt of initial notification of a potential emergency to the onset of the emergency. The length of time in an Increased Readiness Phase may vary from a few minutes to several weeks.

Increased Readiness Actions

- a. Upon receipt of a "watch" or "alert" notification, the Director of Social Services will notify Social Services personnel and community agencies as indicated or appropriate.
- b. The Director shall then begin planning the response to the possible emergency or disaster.

3. Emergency Phase

This phase is the period of time during which an actual emergency is occurring, with or without warning. Action will be taken immediately to evaluate the emergency and make use of all available personnel, equipment and resources to minimize the effects of the disaster on the community.

Emergency Actions

At the onset of the Emergency Phase, the Director of Social Services shall report to the Emergency Operations Center and begin carrying out the tasks outlined in Item V.3 above.

4. Recovery Phase

This phase is that period of time when the emergency or disaster has subsided to such a degree that recovery operations to restore the community to normal conditions can begin. Some recovery actions may commence during the Emergency Phase.

Recovery Actions

During the Recovery Phase, the Director of Social Services shall continue carrying out the tasks outlined in Item V.3 above with emphasis on the following:

- a. Emergency lodging, feeding and clothing of disaster victims.
- b. Emergency placement of children.
- c. Registration of shelterees and handling inquiries.

VII. SUPPORT

Social Services support can be expected from the following:

- A. American Red Cross
- B. Salvation Army
- C. Community Social Services Agencies
- D. Social Services agencies from surrounding communities.

VIII. DIRECTION AND CONTROL

- A. The Director of Social Services, or the person legally administering the office, will exercise complete authority over all Social Services operations in the town in accordance with the mission assignments contained in the Emergency Operations Plan and its Annexes. As the emergency situation requires, the Director may make such other assignments of direction and control as deemed necessary.
- B. In order to insure continuity in the operation of Social Services in the town, the following line of succession shall be in effect:
 - 1. Director of Social Services
 - 2. Assistant Director of Social Services
 - 3. Friendly Visitor Coordinator
 - 4. Administrative Secretary

IX. SPECIAL REQUIREMENTS

- A. Record Keeping

The Social Services Director will keep accurate records and logs of all actions taken during disaster emergencies of any kind. All funds expended and materials or supplies obtained by purchase or otherwise, must be accounted for by receipts and written records in detail.

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B. Annex Review and Update

This Annex shall be reviewed and updated as changes occur throughout the year. All changes shall be forwarded to the Emergency Management Director as they occur. At a minimum this Annex will be reviewed and updated every four (4) years. The Emergency Management Director shall decide whether or not an updated portion should be reproduced and sent to all holders prior to the completion of the four year review cycle.

X. **PROMULGATION**

This Annex will become effective upon the approval of the Social Services Director and the Emergency Management Director. When approved, this Annex will supersede any and all previously written and approved Social Services Annexes.

ATTACHMENT

All Tasked Organizations

ALL TASKED ORGANIZATIONS

“All tasked organizations” include all other government or private sector organizations that have been assigned tasking in the Emergency Operations Plan to perform response functions.

1. Maintain current internal personnel notification rosters and SOP’s to perform assigned tasks.
2. Negotiate, coordinate and prepare mutual aid agreements, as appropriate.
3. Analyze needs and determine specific communications resource requirements.
4. Work with EOC communications coordinator to ensure equipment and procedures are compatible.
5. Identify potential sources of additional equipment and supplies.
6. Provide for continuity of operations.
 - Ensure that lines of succession for key management positions are established to ensure continuous leadership and authority for emergency actions and decisions in emergency conditions.
 - Protect records, facilities, and organizational equipment deemed essential for sustaining government functions and conducting emergency operations.
 - Ensure, if practical, that alternate operating locations are available should the primary location suffer damage, become inaccessible, or require evacuation. Alternative operating locations provide a means to continue organizational functions during emergency conditions.
 - Protect emergency response staff. This includes actions to:
 - ◇ Obtain, as appropriate, all necessary protective respiratory devices and clothing, detection and decontamination equipment, and antidotes for personnel assigned to perform tasks during response operations.

ALL TASKED ORGANIZATIONS

- ◇ Ensure assigned personnel are trained on the use of protective gear, detection and decontamination devices, and antidotes.
- ◇ Provide security at facilities.
- ◇ Rotate staff or schedule time off to prevent burnout.
- ◇ Make stress counseling available.
- Ensure the functioning of communications and other essential equipment. This includes actions to:
 - ◇ Test, maintain, and repair communications and warning equipment.
 - ◇ Stockpile supplies and repair equipment.